

IN THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the present application:

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Claims 1-23 (Canceled)

24. (Previously presented) A method of executing a spoken dialog between a user and a speech-enabled site in a network including a plurality of voice-hyperlinked speech-enabled sites, the method comprising:

acquiring information associated with the user at a first speech-enabled site of the plurality of speech-enabled sites during a first spoken dialog between the user and the first speech-enabled site;

in response to the user initiating a voice hyperlink to access a second speech-enabled site of the plurality of speech-enabled sites, providing the information associated with the user to the second speech-enabled site; and

optimizing a second spoken dialog between the user and the second speech-enabled site by applying the information associated with the user to reduce a number of states of the second spoken dialog.

25. (Original) A method as recited in claim 24, wherein said optimizing the second spoken dialog comprises using the information associated with the user to reduce a number of items of information the user is required to speak during the spoken dialog.

26. (Original) A method as recited in claim 24, wherein said optimizing the second spoken dialog comprises using the information associated with the user to reduce the length of the second dialog.

27. (Currently amended) A method of facilitating operation of a plurality of interconnected speech-enabled sites on a network, the method comprising:

providing a server system on the network; and

operating the server system to selectively provide the speech-enabled sites with access to information about users of the speech-enabled sites, the information acquired during spoken dialogs between the users and one or more processing systems, the information for use in optimizing spoken dialogs between the users and the speech enabled sites.

Claims 28-29 (Canceled)

30. (Original) A method as recited in claim 28, wherein said operating the server system to selectively provide the speech-enabled sites with access to information about users of the speech-enabled sites comprises using the server system to selectively provide the speech-enabled sites with access to information about the users, based on user profiles of the users.

31. (Currently amended) A method of facilitating operation of a plurality of interconnected speech-enabled sites on a network, the method comprising:

using a ~~server~~ processing system on the network to execute a browser for enabling a user to access the speech-enabled sites; and

using the browser to ~~broker~~ provide information associated with the user ~~for the speech-enabled sites~~ and acquired by a first site on the network to a second site on the network, the information for use by the second site in optimizing a spoken dialog between the user and the second site.

32. (Canceled)

33. (Original) A method as recited in claim 31, wherein the browser is a speech-enabled browser.

34. (Original) A method as recited in claim 31, wherein the browser is a DTMF responsive browser.

Claim 35 (Canceled)

36. (Currently amended) A method as recited in claim 31, wherein said using the ~~server system to broker the information associated with the user~~ browser comprises using the ~~server system~~ browser to verify access to the information by executing a user verification process.

37. (Currently amended) A method as recited in claim 31, wherein said using the ~~server system to broker the information associated with the user~~ browser comprises

using the ~~server system~~ browser to verify that a particular site on the network is authorized to access the information associated with the user.

38. (Currently amended) A method as recited in claim 31, wherein the information associated with the user is maintained at a the first site on the network; and wherein said using the ~~server system to broker the information associated with the user~~ browser comprises:

① receiving a request for information associated with the user, the request associated with a the second ~~speech-enabled~~ site on the network, and

in response to the request, using the ~~server system~~ browser to provide the information to the second ~~speech-enabled~~ site.

39. (Currently amended) A method as recited in claim 31, wherein a the first ~~speech-enabled~~ site on the network maintains the information associated with the user, and wherein said using the ~~server system to broker the information associated with the user~~ browser comprises:

receiving a request for information associated with the user, the request associated with a the second ~~speech-enabled~~ site on the network; and

in response to the request, enabling the second ~~speech-enabled~~ site to communicate with the first ~~speech-enabled~~ site, such that the second ~~speech-enabled~~ site obtains the information associated with the user from the first ~~speech-enabled~~ site.

40. (Currently amended) A method as recited in claim 31, wherein said using the ~~server system to broker information~~ browser comprises:

acquiring the information associated with the user from a the first site on the network based on an interaction between the user and the first site; and

providing the information to a the second ~~speech-enabled~~ site on the network in response to the user accessing the ~~speech-enabled~~ second site.

① Claim 41 (Canceled)

42. (Original) A method as recited in claim 31, further comprising maintaining a look-up service in the browser, the look-up service configured to enable the speech-enabled sites to access the information.

Claims 43-44 (Canceled)

45. (Original) A method of facilitating operation of a speech-enabled site on a network, the method comprising:

receiving a request at a server system for information associated with a user, the request associated with a speech-enabled site on the network and relating to a dialog between the speech-enabled site and the user, the information maintained on a second site on the network; and

using the server system to provide a service of the second site to the speech-enabled site, to provide the information associated with the user to the speech-enabled

site.

46. (Original) A method as recited in claim 45, wherein said using the server system comprises executing a speech-enabled browser.

Claims 47-49 (Canceled)

50. (Original) An apparatus configured to allow a user to interactively browse a telephony-based network, the apparatus comprising:

means for coupling a user to a first speech-enabled service at a first location on the network;

means for acquiring information associated with the user;

means for outputting an indication audibly detectable by the user, the indication corresponding to a second speech-enabled service at second location on the network;

means for detecting the user speaking an utterance matching the indication;

means for coupling the originating user to the second speech-enabled service in response to the user speaking an utterance matching the audio indication; and

means for providing the information associated with the user to the second speech-enabled service in response to the user speaking an utterance matching the audio indication, the information for use by the second speech-enabled service to optimize a spoken dialog between the user and the second speech-enabled service.

51. (Original) An apparatus as recited in claim 47, further comprising means for using

the information associated with the user at the second speech-enabled site to optimize a spoken dialog between the user and the second speech-enabled site.

52. (Previously presented) A system comprising:

a first processing system configured to execute a speech-enabled browser, the browser configured to maintain information associated with a user; and

a second processing system coupled on a network to the first processing system and configured to operate as a speech-enabled site, the second processing system configured to

in response to receiving an access request from a remote user, transmit a request to the browser for the information associated with the user;

receive the information associated with the user in response to transmitting the request;

apply the information associated with the user to optimize a dialog with the user by reducing the number of required states of the dialog; and

execute the optimized dialog with the user.

53. (Original) A system as recited in claim 52, wherein the browser is further configured to broker the information for speech-enabled sites on the network.

54. (Original) A system as recited in claim 53, wherein the browser is configured to broker the information associated with the user by selectively providing the speech-enabled sites with access to the information associated with the user.

55. (Original) A system as recited in claim 53, wherein the browser is configured to broker the information associated with the user by verifying access to the information by executing a user verification process.

56. (Original) A system comprising:

a first processing system configured to execute a speech-enabled browser, the browser configured to maintain information associated with a user; and

a second processing system coupled on a network to the first processing system and configured to operate as a speech-enabled site, the second processing system configured to

maintain data for executing a dialog with a user of a third processing system on the network;

receive an access request corresponding to activation of a voice hyperlink by the user;

in response to receiving the access request, transmit a request to the browser for the information associated with the user;

receive the information associated with the user in response to transmitting the request;

use the information associated with the user to optimize the dialog with the user; and

execute the optimized dialog with the user.

57. (Original) A system as recited in claim 56, wherein the first processing system is



configured to broker the information for speech-enabled sites on the network.

58. (Original) A system as recited in claim 57, wherein the first processing system is configured to broker the information associated with the user by selectively providing the speech-enabled sites with access to the information associated with the user.

59. (Original) A system as recited in claim 58, wherein the first processing system is configured to broker the information associated with the user by verifying access to the information by performing a voiceprint analysis of the user.

60. (Currently amended) A speech-enabled network comprising:

a plurality of speech-enabled sites; and

a central server coupled to the plurality of speech-enabled sites, the central server including:

a processor; and

a storage facility coupled to the processor and storing instructions which, when executed by the processor, cause the central server to selectively provide the speech-enabled sites with access to information about users of the speech-enabled sites, the information acquired during spoken dialogs between the users and one or more processing systems and for use in optimizing spoken dialogs between the users and the speech enabled sites.

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